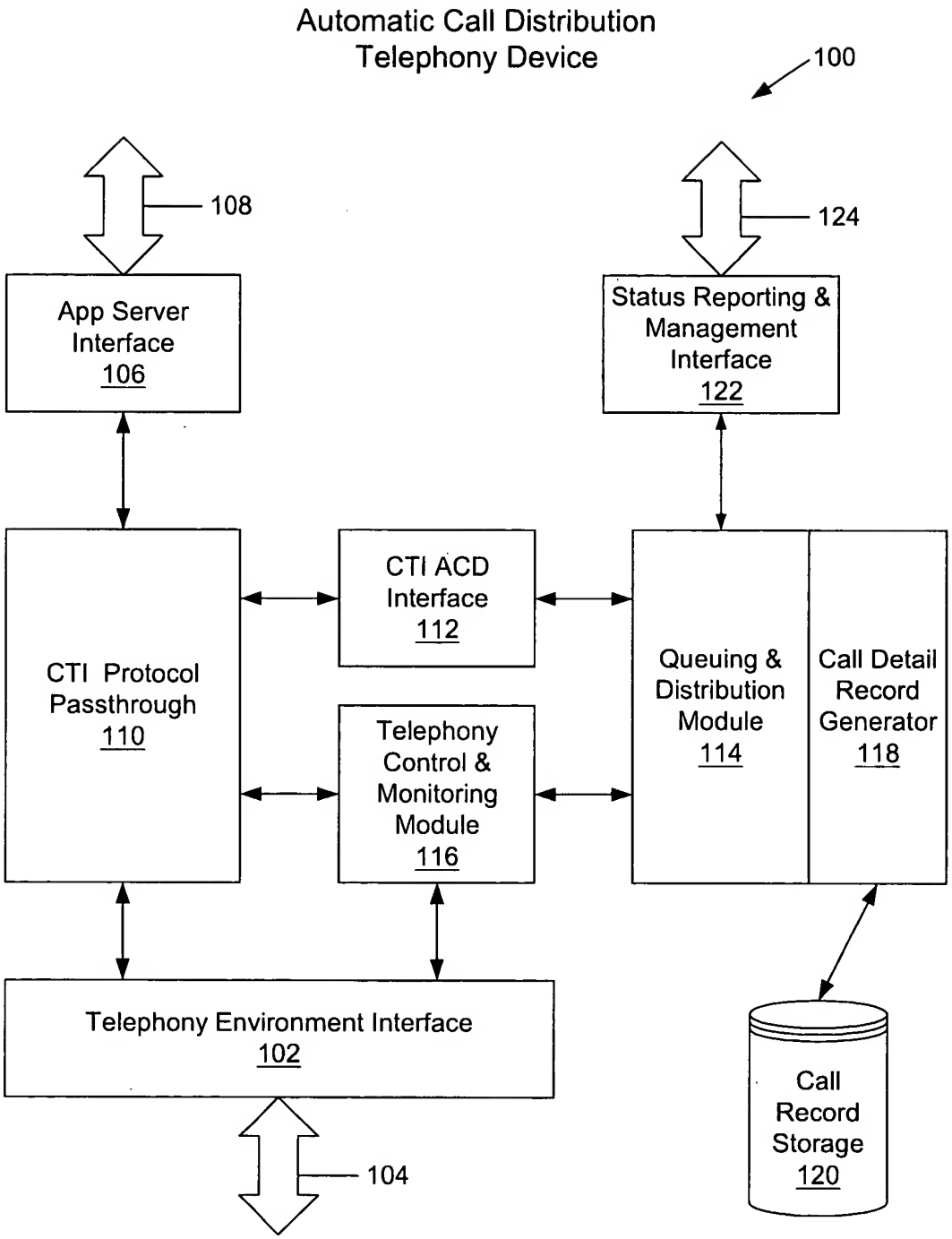
Automatic Call Distribution
Telephony Device
100
108
124
App Server
Interface
106
Status Reporting &
Management
Interface
122
CTI Protocol
Passthrough
110
CTI ACD
Interface
112
Telephony
Control &
Monitoring
Module
116
Queuing &
Distribution
Module
114
Call Detail
Record
Generator
118
Telephony Environment Interface
102
104
Call
Record
Storage
120

Figure 1 / 4

Call Information Formatting Method

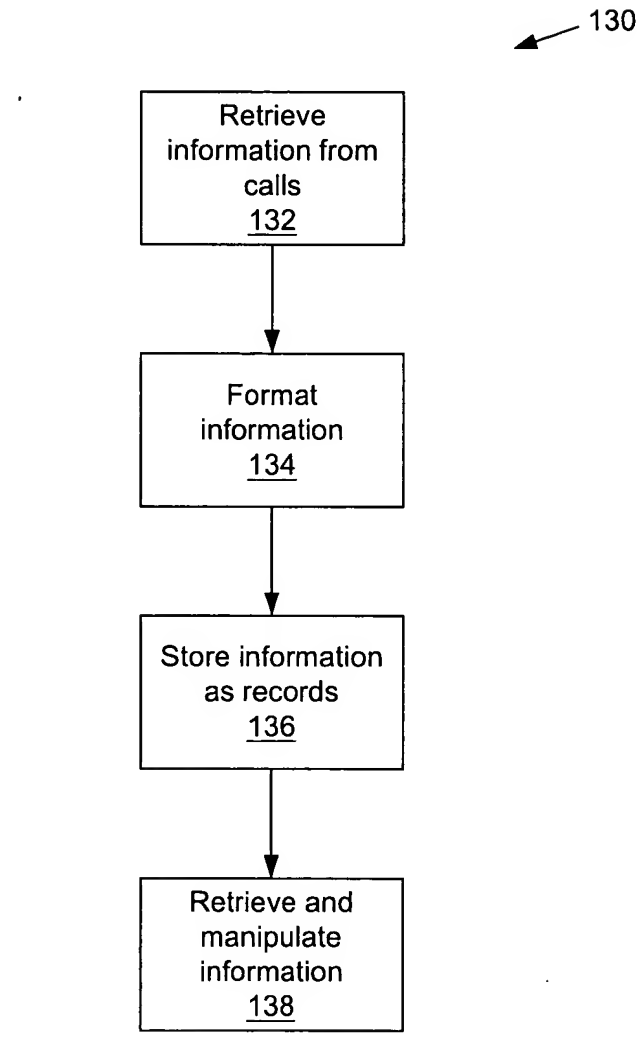

Figure 2 / 4

Processor Based Common
Format Call Record Formation
Device

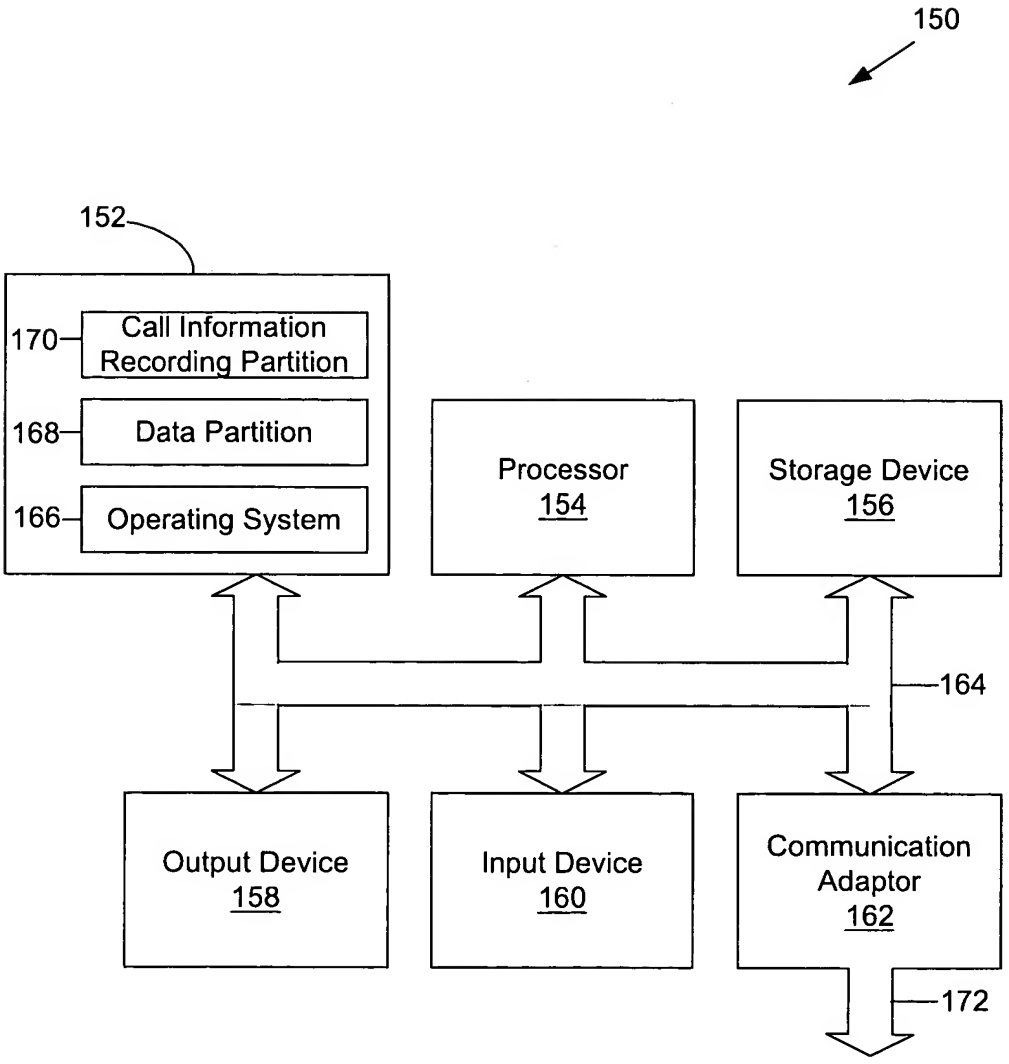

Figure 3 / 4

Call Distribution Network

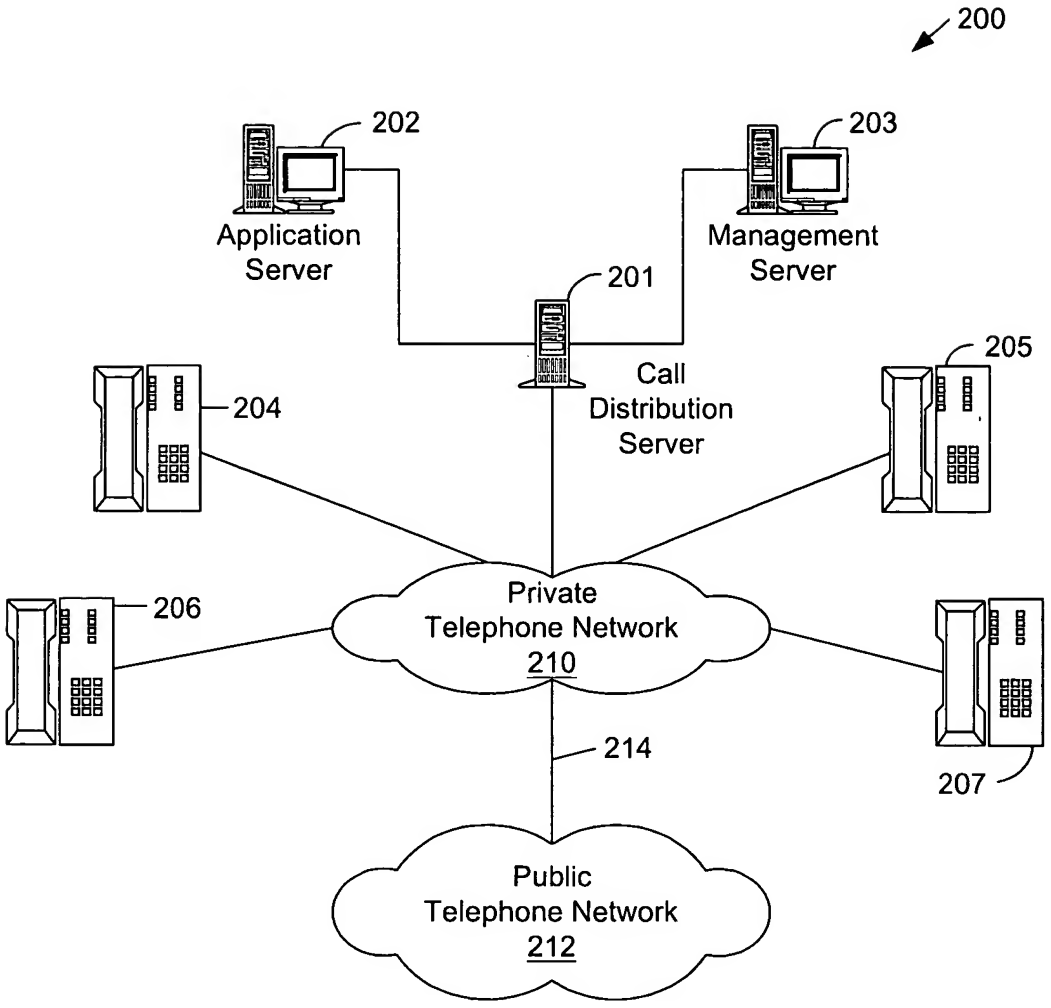

Figure 4 / 4